



# Department of Energy Lessons Learned Program

## Lessons Learned List Server

May 2001

### Lessons Learned List Server Defined

The Department of Energy (DOE) Lessons Learned List Server is an automated electronic mail system that provides the DOE community an easy-to-use tool for sharing lessons learned information. Ideally, this sharing of information will help prevent recurrences of similar adverse events and encourage the use of best practices at all DOE facilities.

The list server can rapidly disseminate urgent information that can prevent undesirable events by simply posting an e-mail message. Preliminary information can be updated as appropriate so list server subscribers receive the most current and complete information possible.

In addition to urgent information, list server messages can be used to communicate lessons learned information that has significantly impacted or could significantly impact the safety or cost of DOE operations.

The list server is a general topics distribution service that does not provide the capability for tailoring messages to limited groups of subscribers. All subscribers receive all posted lessons learned. Because of the variety of organizations and activities represented on the list server, not all lessons learned will be applicable to all subscribers. Subscribers are encouraged to post any lessons learned they have to the list server and allow recipients to determine how the information will be used at their facility.

Only material approved for release into the public domain shall be electronically released to the DOE complex. Material

that contains classified information or vulnerability information will not be placed on the Lessons Learned List Server or otherwise released to the public.

List Server subscriptions will generally be limited to DOE Federal and Contractor staff engaged in DOE business.

### List Server Messages

Lessons learned messages are prioritized according to their content and the potential impact the information has had, or could have, on DOE operations. Specific prioritization guidance is provided in the DOE Lessons Learned Standard, *The DOE Corporate Lessons Learned Program* (DOE-STD-7501-99). This guidance is available to help message generators and recipients apply a graded approach to list server information. Attached to this Fact Sheet is a copy of the Lessons Learned Template and a brief discussion of the information in the template fields. More complete guidance is available in the Lessons Learned Standard and Web site.

To assist subscribers in performing a quick evaluation of messages, each message title contains a red, yellow, green, or blue priority designator that signifies the significance of the information in the message.

\$ **Red/Urgent** priority lessons learned messages contain information from actual *events that have affected* worker or public safety, involved significant violations of federal or state laws, or resulted in major loss or damage to equipment, property, or facilities.

\$ **Yellow/Caution** priority lessons learned messages contain information on potential *events or conditions that could result* in the same types of adverse conditions caused by Red/Urgent events.

\$ **Blue/Information** lessons learned messages contain *information that may protect* workers, the public, or the environment, improve compliance or management performance, or benefit public relations.

\$ **Green/Good Work Practice** lessons learned messages provide subscribers with a means to *share good work practices*. These messages may include information on actions, activities, or practices that maintain or improve process or equipment reliability, safety, or efficiency. They may also communicate initiatives that can reduce costs and improve efficiency.

Regardless of the priority level assigned to a message, subscribers are responsible for evaluating their lessons learned information against DOE information security requirements before posting messages on the list server. Subscribers are also responsible for ensuring that all messages generated for, or received from, the list server are appropriately handled at their individual sites. Questions regarding a specific lesson, which has been posted to the list server should be directed to the contact person indicated on the message, not the list manager.

### Use of Lessons

The Society maintains a Lessons Learned Information Screening Guide Fact Sheet to help site lesson learned personnel assess the applicability of information from multiple sources, including the list server. That screening guide and other Fact Sheets are available on the DOE Lessons Learned Web site (<http://tis.eh.doe.gov/ll/sells/faq.html>).

## Subscribing

To subscribe to the list server, simply send an e-mail message *from the account where you want to receive list server messages* to:

ListManager@lanl.gov.

Include the following two lines in the body of your e-mail message (be sure to place the word `Aend@` on a separate line from the subscribe request):

```
subscribe doe_ll_listserv
end
```

The list server software assumes that your return address is the desired address for list server messages. To subscribe someone else to the list server include the following two lines in the body of your e-mail message:

```
subscribe doe_ll_listserv e-mail address
end
```

All requests with `A.gov@` addresses are automatically approved. Individuals who do not have a `A.gov@` e-mail address must provide the list server managers with information on their connection with DOE work, including employer and need for list server messages. To ensure rapid handling of requests from non-government addresses, please include this information in your subscription request message below the two lines listed above, and send a copy of it to Mr. Bruce Breslau at `bruce.breslau@eh.doe.gov`.

Approved subscribers will receive a verification/welcome message. This message includes the lessons learned template that should be used for all lessons learned messages posted to the list server, as well as important information about commands to post messages, retrieve previously posted messages, unsubscribe, etc. Familiarizing yourself with this information will help you to effectively use the service.

Lessons Learned Alerts are archived at the List Server, and most are also entered into the DOE Lessons Learned Database on the DOE Lessons Learned Web site, <http://tis.eh.doe.gov/ll>.

## Contact Information

Please contact Meredith Brown if you have any comments or questions regarding the DOE Lessons Learned List Server or the subscription process:

Meredith Brown  
Los Alamos National Laboratory  
Phone: (505) 667-0604  
Fax: (505) 665-6977  
e-mail: [meb@lanl.gov](mailto:meb@lanl.gov)

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DOE Lessons Learned Program Fact Sheets, by the Society for Effective Lessons Learned Sharing (SELLS), are available from the DOE Lessons Learned Web Site:

## DOE Lessons Learned Template

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Identifier: \_\_\_\_\_

Lessons Learned Statement: \_\_\_\_\_

Discussion of Activities: \_\_\_\_\_

Analysis (May be incorporated into the Discussion): \_\_\_\_\_

Recommended Actions: \_\_\_\_\_

Estimated Savings/Cost Avoidance (if applicable): \_\_\_\_\_

Priority Descriptor: \_\_\_\_\_

Work / Function(s): \_\_\_\_\_

User-Defined Category: \_\_\_\_\_

Hazard(s): \_\_\_\_\_

ISM Core Function(s): \_\_\_\_\_

Originator: \_\_\_\_\_

Contact: \_\_\_\_\_

Authorized Derivative Classifier: \_\_\_\_\_

Reviewing Official: \_\_\_\_\_

Keywords: \_\_\_\_\_

References: \_\_\_\_\_

**Lessons Learned Template - Field Descriptions**

<b>Title:</b>	Title of the lesson learned.
<b>Date:</b>	Date the lesson learned was issued.
<b>Identifier:</b>	Unique identification number to assist in referencing a lesson learned. Should include calendar year, operations office identifier, organization or field/area office/contractor identifier, and a sequential number (e.g., 1998-CH-BNL-0019; 2000-ID-BWXT-0118).
<b>Lessons Learned Statement:</b>	Statement that summarizes the lesson(s) learned from the activity.
<b>Discussion of Activities:</b>	Brief description of the facts which resulted in the initiation of the lesson learned.
<b>Analysis:</b>	Results of any analysis that was performed, if available.
<b>Recommended Actions :</b>	A brief description of management-approved actions which were taken, or will be taken, in association with the lesson learned.
<b>Estimated Savings/Cost Avoidance:</b>	If the lesson learned is implemented, an estimate of the savings from the application of a good work practice or the costs avoided from the prevention of a similar event.
<b>Priority Descriptor:</b>	A descriptive code that assigns a level of significance to the lesson. Options include Red/Urgent, Yellow/Caution, Blue/Information, Green/Good Work Practice.
<b>Work/Function(s):</b>	The work or function(s) to which the lesson applies. Enter all that apply. See listing.
<b>User-Defined Category:</b>	Space for organizations to include categories for internal use.
<b>Hazard(s):</b>	Hazards this lesson applies to or that were present in the original situation. See listing.
<b>ISM Core Function(s):</b>	ISM Core Functions this lesson applies to. See listing.
<b>Originator:</b>	Name of the originating organization or contractor.
<b>Contact:</b>	Name, phone number, e-mail address of individual to contact for additional information.
<b>Authorized Derivative Classifier:</b>	Name of individual who determined that the lesson learned does not contain classified information. (Not required for lessons submitted by unclassified facilities.)
<b>Name of Reviewing Official:</b>	Name of Reviewing Official who determined that the lesson learned did not contain Unclassified Controlled Nuclear Information (UCNI). (Not required for facilities which have no UCNI.)
<b>Keywords:</b>	Word(s) used to convey related concepts or topics stated in the lesson.
<b>References:</b>	References such as DOE Orders, Programs (e.g., Standards/ Requirements Identification Document program), Standards, Occurrence Report numbers, etc.

### Lessons Learned Categories

These bins are intended to help lesson creators assign categories to their products so lesson users can find information focused on their needs. The three sets of bins (Work/Function, Hazard, and ISM Core Function) provide several avenues for zeroing in on applicable lessons. Some of these bins are narrow (Hoisting and Rigging, Mechanical Injury) and some are broader conceptual areas (Authorization Basis, Energy Conservation, Environmental Release). This division is meant to help work planners looking for specific items, to help foremen looking for training anecdotes, and to help managers looking for big-picture lessons. The Work/Function and Hazard bins were developed by the Lessons Learned Process Improvement Team and extended by SELLS after several years of experience, and are open for further improvement and extension.

#### Lessons Learned Hazards

- Confined Space
- Electrical/NEC
- Elevated Work / Falling Objects
- Environmental Release
- Ergonomics / Lifting
- Excavation and Trenching
- Fire / Smoke / NFPA
- Firearms and Explosives
- Lasers
- Natural Phenomena
- Other
- Personal Injury / Exposure
  - Airborne Materials
  - Ambient Temperature Extremes
  - Asbestos
  - Beryllium
  - Hazardous Material (General)
  - Infectious Agents
  - Mechanical Injury (Striking/Crushing)
  - Noise
  - Other
  - Radiation / Contamination
  - Slips and Tripping
  - Toxic Material
- Plants/Animals/Insects
- Power Tools
- Pressurized Systems
- Radiological Release
- Traffic
- Weather Related

#### ISM Core Functions

- Define Work
- Analyze Hazards
- Develop/Implement Controls
- Perform Work
- Feedback and Improvement

**Work/Function**

Alternate Fuels	Laboratory Experimentation
Authorization Basis	Maintenance
Business and Support Services	Electrical
Conduct of Operations	Facility
General	HVAC
Configuration Management	Instrumentation and Control
Lockout/Tagout	Mechanical
Procedure Development	Power Distribution and Utilities
Procedure Adherence	Roads and Grounds
Work Planning	Structural
Work Control	Safety Systems
Construction	Heavy Equipment
Criticality	Vehicle
Decontamination and Decommissioning	Machining and Fabrication
Demolition	Management
Driving	Material
Emergency Management	Handling
Energy Conservation	Storage
Engineering and Design	Occupational Safety and Health
Nuclear	General
Non-Nuclear	Personnel Protective Equipment
Environmental Protection	Operations
General	Facility
Environmental Sampling	Heavy Equipment
Releases	Other
RCRA Management	Packaging and Transportation
Underground Storage Tanks	Quality
NEPA Management	Radiation Protection
TSCA Management	Research and Development
Environmental Restoration	Safeguards and Security
Excavation	Safety Design
Fire Protection	Training and Qualifications
Hoisting and Rigging	Waste Management
Human Factors	Waste Remediation
Human Resources	Welding, Burning, Hot work
Information Technology	Well Drilling
Inspection and Testing	